

# **PUBLIC SAFETY SYSTEMS SPECIALIST**

## **GENERAL RESPONSIBILITIES**

Manages enterprise applications and data servers and systems for the Carroll County Department of Public Safety and allied Public Safety agencies.

**ESSENTIAL TASKS** include the following; other duties may be assigned.

1. Perform supervisory responsibilities in accordance with Carroll County Personnel Ordinance, County policies and applicable laws
2. Manage, maintain and troubleshoot Public Safety servers, workstations, mobile devices and other related equipment in a Microsoft Windows environment
3. Manage, maintain and monitor virtual servers through VMWare vCenter as well as physical servers
4. Manage Public Safety user and computer accounts in Active Directory, while maintaining security, permissions and directory structures
5. Install, upgrade, configure and troubleshoot required software applications
6. Manage, maintain and configure networked printers and peripherals
7. Coordinate and provide software and hardware installation, repair, upgrades and training with Public Safety staff and agencies
8. Develop disaster recovery measures including backup procedures
9. Oversee and manage service and solution vendors and associated contracts
10. Provide direction for RFIs, RFPs and technical specifications for contracts/projects
11. Develop and assist with budgetary process for technology needs
12. Maintain up-to-date systems and services documentation
13. Address errors and complaints
14. Perform related duties as to specific assignments
15. Any employee may be identified as Essential Personnel during emergency situations
16. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
17. Communicate with managers, supervisors, co-workers, citizens, and others; maintains confidentiality; and represents the County.

## **EDUCATION AND EXPERIENCE**

1. Bachelor's degree in Computer Science, Information Technology or related field
2. Two years of experience installing, configuring, maintaining and troubleshooting servers (physical and virtual), networks, workstations, handheld devices, and domains including one year of experience with Local-Area Network (LAN) infrastructure design and support
3. Microsoft Certifications such as MCP, MCSA, MCSE and CompTIA – A+, Net+, or Security+ Certified preferred
4. Public Safety background preferred

\*A comparable amount of training and experience may be substituted for the minimum qualifications.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Compile, read, analyze and interpret technical information
2. Make persuasive presentations on complex topics to top management, public groups and/or boards and employees
3. Respond to inquiries or complaints from employees and allied agencies
4. Write reports, correspondence, and other required documentation
5. Knowledge of network infrastructure device assembly, installation, configuration and maintenance
6. Knowledge of data transmission concepts, including network protocols, telecommunications, fiber optics, wireless networking and network security techniques
7. Define problems, collect data, establish facts and draw conclusions
8. Use computer software programs and/or other applications

## **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Valid driver's license
2. Requires criminal background check as condition of employment